



FALL SEMINARS in Denver & Boulder, Colorado



SuccessSystems, Inc.

All seminars approved for PHR/SPHR/GPHR recertification credit

To serve the needs of organizations that may have only one, two or a few individuals who might need some training, we offer the following training programs as open registration seminars. These are the same training programs used by clients such as Hewlett-Packard, American Airlines, Bristol Myers Squibb, StorageTek, Methodist Hospital-Houston, Frito-Lay, Hitachi America, City of Longmont, CO, Steak & Ale Restaurants, Roche of Colorado, Bank of Oklahoma, Motorola, Procter & Gamble and others.

If you and/or your organization have other training needs that will not be served by these scheduled programs please call or email us to get information about customized on-site training!

Seminar #1 - Communication Skills for Effective Teamwork

Oct. 1-2, 2007 in Denver, CO (registration deadline: Sept. 21)

Do you have a group in your organization that still has not managed to become an effective team? Just calling a group a team does not make them a team! Effective teamwork requires a range of communication skills that many people have not had an opportunity to learn. This seminar fills that gap and will help you and/or others learn the skills needed for working well with others for real collaborative teamwork!

WHAT IS TEAMWORK?

- Are You A Group or A Team?
- Characteristics of successful teams
- Pros & Cons of Your Team

VALUES – GOALS – RESULTS

- Personal Values & Priorities
- Organizational Values & Priorities
- Translating Values into Goals
- Developing Action Steps

TASKS & RELATIONSHIPS

- Two Forces Always Involved
- 5 Interaction/Influence Styles
- Your Preferred Styles
- Advantages/Disadvantages of Each

BUILDING RAPPORT

- Rapport and Communication
- The Key Skill for Creating Rapport
- The Ultimate Rapport Skill
- Perception Styles

EFFECTIVE LISTENING

- 12 Common Responses & Risks
- 4 Active Listening Skills
- Empathy & Understanding

FACILITATING SOLUTIONS

- How to Help – Not Rescue!
- 3 Facilitation Techniques
- Practice Exercise

UNWANTED CONFLICT

- The Drama Triangle (3 roles)
- How to Deal with Each Role
- Tying Roles to Influence Styles

PERSONALITY DIFFERENCES

- 4 Basic Personality Types
- How to Recognize Each Type
- Communicating with Each Type
- Tying Each to Influence Styles

GROUP INTERACTIONS

- Task Behaviors
- Relationship Behaviors
- Counterproductive Behaviors

TEAM PROBLEM SOLVING

- Practice Exercises
- Feedback from Observers
- Lessons Learned

MAINTAINING MOMENTUM

Each participant will identify his/her primary influencing style and learn how to use the other 4 styles more effectively in this practical “what to do - how to do it” training!

SuccessSystems, Inc.

P. O. Box 18208 Boulder, CO 80308 (303) 998-0248

“Training & Coaching People To Excel”

Email: succsyst@comcast.net Web: www.trainingforsuccess.com



Seminar #2 - Respectful Relationships

October 12, 2007 in Boulder, CO (registration deadline: 10/3)

Do you recognize any of these behaviors in your organization? Unappreciated sarcastic remarks, inappropriate jokes or stories, hostile/aggressive statements, sexist or racist remarks, inappropriate/unwanted touching, threatening or obscene gestures. Have you had employees complain or report to managers and/or human resources about such behavior?

These things occur in virtually all organizations! Informing people about the rules, warning them to behave, and even punishment often do not stop such behaviors. Teaching people what to do and how to interact with others in appropriate respectful ways is much more likely to have the desired impact on behavior! This training is being used by more and more organizations to accomplish that goal.

What Federal and State Laws Prohibit

- What is harassment?
- What is a hostile environment?
- What is discrimination?
- What is retaliation?

The Challenge of Understanding Others' Perceptions

- The concept of "frame of reference"
- Respectful or Disrespectful? An exercise
- Factors that determine your frame of reference
- Comparing your perceptions to those of others

Rapport: The Key to Effective Communication

- What is rapport and how does it occur?
- The key skill for creating rapport intentionally
- Practice exercise

ORGANIZATIONS THAT HAVE USED THIS TRAINING:

Colorado State Employees Credit Union, IHS Group, Inc., Markley Motors, Flood & Peterson Insurance, Jefferson County, City of Longmont, City of Fort Collins, Arapahoe County, N. Metro Fire District, Wadsworth Controls, Golden Triangle Construction, Picosecond, Global Healthcare Exchange & more!

WHAT PEOPLE SAY ABOUT OUR PROGRAMS & SKILLS:

"I learned much more than I thought I would! Thank you, thank you, thank you!!" – Cindy Holloway, Price Waterhouse

"I found the workbook to be an invaluable asset which has never made its way to the file cabinet - it stays right on my desk for easy access." – Pam Edwards, American Airlines

"I have been involved in training for over 10 years and I certainly learned some valuable techniques to implement into my training operation." – Barbara Uleher, Customer Support, Datatrace Information Services

"Everyone present came away with many new insights ... people were totally impressed, entertained, and educated." – Donald Warren, Quality Assurance Manager, AT&T Network Systems

"I really learned so much and the time went by so quickly. I've never felt so comfortable yet challenged at a training. Thank you!!!" – Nancy Little, Director-In-Service Training, Thresholds, Chicago



Seminar #3 - Coaching Skills for Better Performance Management **October 15-16, 2007 in Denver, CO (registration deadline: 10/5/06)**

One of your most important responsibilities as a manager, supervisor, leader is to manage the performance of your direct reports. Most managers have received little training in how to actually do that!

How do you help someone learn from making mistakes? How do you help someone learn to do their own thinking and solve their own problems? How can you stop playing "fire fighter" and have employees who are capable and empowered? You will learn the answers to these questions and gain some valuable new tools and techniques for developing employees and making your job easier!

How do you negotiate with someone to change problem behavior? What do you do if they promise to change and then don't? How can you be firm but fair, insistent but reasonable, tough without being autocratic? In this valuable seminar you will learn how to handle problem behaviors and poor performers in a proven, positive manner that is most likely to get real behavior changes and earn the respect and loyalty of your employees.

YOU WILL LEARN:

- How to respond to good work and poor work
- How & when to use the "2-minute challenge"
- How to delegate skillfully & effectively
- How & when to give feedback
- How to help people learn from mistakes
- "The Secret" of successful coaches & managers
- How to facilitate problem solving discussions
- How to help people learn to think for themselves
- How to be assertive for win-win results
- How to confront problem behavior & get it changed
- How to handle defensive responses
- How to facilitate successful changes



The Manager As Coach

- What is a manager? A coach? A counselor?

Values - Goals - Actions

- A values clarification exercise
- Requirements for workable goals

Improving Delegation Skills

- 12 factors for a successful delegation
- How to delegate step-by-step

Improving Performance

- How to give performance feedback
- How to coach when mistakes are made

The Challenge of Motivation

- What truly motivates each person?
- The secret of successful managers

Listening - A Key Skill

- 12 common responses & their risks
- 4 Active Listening Skills

Problem-Solving Discussions

- Steps for facilitating
- Helping someone solve their own problem

Performance Problems

- A case study – "Dominic's Dilemma"
- Identifying relevant facts\

Developing Win-Win Influence Skills

- Why assertiveness is the only "win-win" style
- Do's and Don'ts for assertiveness
- It's not just what you say-it's how you say it!

Confronting Problem Behavior

- A 5-part confrontation formula
- Deciding what to say
- Handling defensive responses

Follow-Up Guidelines

- The 5 P's of changing - 66 ideas!

YOUR TRAINING FACILITATORS

SAM R. LLOYD is President and founder of SuccessSystems, Inc. in Boulder, Colorado, a training and development consulting firm that has served hundreds of organizations and tens of thousands of people since 1977. Before launching his own company, Sam was the Director of the Management Development Center of the Cox School of Business at Southern Methodist University in Dallas, TX and earlier served as the Assistant Dean for Continuing Education in the School of Business Administration at the University of Missouri-St. Louis in addition to teaching Marketing courses. He has helped thousands in all levels develop their skills for improving performance in their organizations!



Sam is the author of six books, *Developing Positive Assertiveness*, *Self-Empowerment*, *Leading Teams: The Skills for Success*, *Accountability: Managing for Maximum Results*, *Achieving Life Balance* and *Coaching Skills for Leaders*. He is a popular speaker and coach. Sam is Vice President - Membership for the Boulder Area Human Resources Association and is Past President of the Rocky Mountain Chapter of the American Society for Training & Development.

–OR–



TINA BERTHELOT is Vice President and majority owner of SuccessSystems, Inc. in Boulder, CO, a training and development consulting firm that has been designing and conducting top quality training programs for organizations of all types and sizes since 1977. Tina has been the primary trainer for a number of the company's most important clients and she is praised for her enthusiastic style, her strong desire to help people learn, and her positive, practical approach to real-life problem situations.

She is author of three popular books, *Self-Empowerment*, *Achieving Life Balance* and *Coaching Skills for Leaders*. Before joining SuccessSystems in 1983, Tina had worked as a stockbroker for Smith, Barney, Harris, Upham and Bateman, Eichler, Hill, Richards and earlier worked in human resources and accounting for International Harvester. She is District Director North for the Colorado SHRM State Council.

–And for Respectful Relationships Only (with either Sam or Tina)–

MERRILY ARCHER began her legal career as a Trial Attorney for the U.S. Equal Employment Opportunity Commission (EEOC) in Denver, Colorado. She represented the federal government in employment discrimination litigation throughout the West. Since 2000, Merrily's practice has focused on counseling and representing employers in a broad range of employment matters, including wage and hour, Family and Medical Leave Act ("FMLA"), workers' compensation, trade secret protection, and discrimination and harassment claims. Merrily earned a law degree and a Master of Social Work degree from Washington University in St. Louis in 1997. As an employment litigator, Merrily has found her social work background invaluable in helping employers and HR professionals grapple with the complicated "people problems" they confront each day.



Merrily has published several articles on employment topics and is a regular presenter for CHRA, CO SHRM State Conference, the National Business Institute, and the Colorado Bar Association. Currently, Merrily is a senior attorney with Jackson Lewis LLP, a national labor and employment firm that specializes in representing management in the full spectrum of workplace law.



IMPORTANT DETAILS

TIMES: All seminars will start at 8:15am and adjourn at 4:45pm daily

FEES: **Communication Skills for Effective Teamwork** - \$365.00 (includes assessments)
Respectful Relationships - \$125.00 per person
Coaching Skills for Improved Performance - \$325.00 per person

Seminar fees include a workbook for use in the training and for review and reference post-training.

Registration deadlines for all courses: 10 days before seminar date

LOCATIONS:

#1 - Communication Skills for Effective Teamwork (Oct. 1-2) - Host company: Colorado State Employees Credit Union, 1390 Logan Street, Denver, Co 80203

#2 - Respectful Relationships (Oct. 12) - Host company: Elevations Credit Union, 2300 55th Street, Boulder, CO 80301

#3 - Coaching Skills (Oct. 15-16) - Host company: Jobing.com, 1391 Speer Boulevard, Suite 850, Denver, CO 80204

REGISTRATION:

Registration is very simple -visit our website at www.trainingforsuccess.com/publicseminars.html and click on the Pay Now button below the seminar description or call (303) 998-0248 or send an email message to succsyst@comcast.net and provide the following information for each registration:

- Name and Title of participant
- Organization Name and mailing address
- Registrant's telephone number and e-mail address

You may also ask us to send an invoice with the confirmation or you can mail a check to us when you complete the registration. If you want the invoice to be mailed to a specific person or your accounts payable office, please provide that information, too.

We hope to welcome you and/or others from your organization to one of these important and valuable training programs! Enrollment is limited — register soon!

